	North Dakota														
	June-03	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
	COMMENDATION														TOTALS
	Agents	1				1				1					3
	Service			_	_			_				0		_	0
	TOTAL SERVICE COMPLAINTS	1	0	0	0	1	0	0	0	1	0	0	0	0	3
#00	Answer Wait Time		Ι	I	I			I						ı	0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller	1													1
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08 #09	Poor Voice Tone														0
#10	Everything Relayed HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed													1	1
#12														Ė	0
#13	Background Noise Not Typed														0
#14	-														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18 #19	Problem Answer Machine Spanish Service													-	0
#20	Speech to Speech													1	1
#21	Other Service Type:													Ė	0
	TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	2	3
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25 #26	Line Disconnected Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS		1							1				1	
#30	Rates														0
#31 #32	TTY Operator Service 900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	1	0	0	0	0	0	0	0	0	0	0	0	2	3
	OTHER CALLS														
#36	Branding/Database entry												0		0
	Request Directory Assistance												2		2
	Test Calls		<u> </u>										0	<u> </u>	0
	Instructions/General												13 0		13 0
#40 #41	Send Information Billing Question												1		1
	Purchase TTY		<b>-</b>										1	1	1
	Referred to LEC												3		3
#44													0		0
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	20	0	20
#46	NON-STATE REPORTED  Paguest Polay Number		T	1	1	ī		1		1				T	0
#40	Request Relay Number  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	2	0	0	0	1	0	0	0	1	0	0	20	2	26

	North Dakota														
	July-03	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
	COMMENDATION						1					1	1		TOTALS
	Agents														0
	Service TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	U	U	U	U	U	U	U	U	U	U	U	U	U	U
#00	Answer Wait Time		I	l										l	0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	•														0
#05	•														0
#06 #07	Poor Spelling Typing Speed/Accuracy														0
#07															0
#09	Everything Relayed														0
#10															0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	,,														0
#14	•														0
#15	•			-										-	0
#16 #17			-	<del>                                     </del>										<del>                                     </del>	0
#18	•														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS														
#22	•														0
#23 #24	•			-										-	0
#25	• '														0
#26															0
#27	•														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#00	MISC. COMPLAINTS		1	1		Π 1								1	•
#30 #31	Rates														0
#32	TTY Operator Service 900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS														
	Branding/Database entry												2		2
	Request Directory Assistance												0		0
	Test Calls												4		4
	Instructions/General		<b></b>	<b></b>									14	<b></b>	14
#40 #41			-	<del>                                     </del>									0	<del>                                     </del>	0
	Billing Question Purchase TTY			<del>                                     </del>									3	<del>                                     </del>	3
#43													4		4
#44													0		0
	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	27	0	27
	NON-STATE REPORTED														
#46	' '	_	Ĺ	_											0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	27	0	27

	North Dakota														
	August-03	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
	COMMENDATION		1	1		1									TOTALS
	Agents														0
	Service TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	U	U	U	U	U	U	U	U	U	U	U	U	U	U
#00	Answer Wait Time		1	1					1						0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed VCO Procedures Not Followed														0
#11 #12	Two-Line VCO Procedures Not Fo														0
#12	Background Noise Not Typed	$\vdash$													0
#14	-														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#22	TECHNICAL COMPLAINTS		ı	ı											0
#23	Lost Branding Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates	-													0
#31	TTY Operator Service														0
#32 #33	900 Number Access Carrier of Choice	<del>                                     </del>													0
#34	Network Recording	<b>-</b>													0
#35	Other Miscellaneous Type:	<del></del>													0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		U	U	U	U	U	U	U	U	U	U	U	U	U	U
#36	Branding/Database entry		1	1									0		0
#37	•												2		2
	Test Calls												2		2
#39	Instructions/General												11		11
#40	Send Information												0		0
	Billing Question												0		0
#41													2		2
#42	Purchase TTY				1								6		6
#42 #43	Referred to LEC														
#42 #43 #44	Referred to LEC Wanted Sprint Cust Svc												1		1
#42 #43	Referred to LEC Wanted Sprint Cust Svc Other												0	6	0
#42 #43 #44	Referred to LEC Wanted Sprint Cust Svc Other TOTAL	0	0	0	0	0	0	0	0	0	0	0		0	
#42 #43 #44 #45	Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0 24
#42 #43 #44 #45	Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED Request Relay Number												0 24		0 24 0
#42 #43 #44 #45	Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED	0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0	0 0	0 24

	North Dakota														
	September-03	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION			1											TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03 #04	Didn't Follow Cust. Instruct. Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10 #11	HCO Procedures Not Followed VCO Procedures Not Followed														0
#11		1													1
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center		-	-											0
#17	Agent Was Rude		-	-											0
#18 #19	Problem Answer Machine Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	TECHNICAL COMPLAINTS														
#22 #23	Lost Branding												1		1
#23	Charged for Local Call Trouble Linking Up												- 1		0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	MISC. COMPLAINTS	U	U	U	U	U	U	U	U	U	U	U	- 1	U	- 1
#30	Rates		l	Ι											0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS OTHER CALLS	1	0	0	0	0	0	0	0	0	0	0	1	0	2
#36	Branding/Database entry												1		1
#37	•												0		0
#38	Test Calls												1		1
	Instructions/General												12		12
#40													1		1
#41	Billing Question Purchase TTY		-	<del>                                     </del>									2		2
#42			<del>                                     </del>	<del>                                     </del>			<b>-</b>						8		8
#44	Wanted Sprint Cust Svc		<del>                                     </del>	<del>                                     </del>									0		0
	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	25	0	25
V	NON-STATE REPORTED														
#46	Request Relay Number	0	0	0	0	0	_	0	^	0	0	0	0	^	0
	TOTAL	0			0	0	0		0			0	0	0	
	TOTAL CONTACT	1	0	0	0	0	0	0	0	0	0	0	26	0	27

	North Dakota														
	October-03	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION									1					TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	_		_			-			-	-				
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07 #08	Typing Speed/Accuracy Poor Voice Tone														0
#09	Everything Relayed			-											0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	-		ļ	<u> </u>								ļ	<u> </u>		0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20 #21	Speech to Speech Other Service Type:														0
#21	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS	Ů		Ů	ŭ		ŭ	Ů	Ů	·	Ů	Ů	ů	ŭ	
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS	U	U	U	Ü	Ü	U	U	U	U	U	U	U	U	0
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording					-									0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS		T	T	,					1		T		1	
#36	Branding/Database entry		<u> </u>	<u> </u>								<u> </u>	1		1
#37			<b>.</b>	<b> </b>								<b>.</b>	1		1
	Test Calls Instructions/General												0 15		0
#39													15 0		15 0
#41				<b>-</b>									0		0
	Purchase TTY												5		5
	Referred to LEC												3		3
	Wanted Sprint Cust Svc												0		0
	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	25	0	25
11.00	NON-STATE REPORTED														
#46	Request Relay Number	^			_	^ '	_	^	^	^	^	^	^	^	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	25	0	25

November-36		North Dakota														
Agents			AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
Service				1	1					1				1		TOTALS
SERVICE COMPLANTS																
SERVICE COMPLAINTS			0	0	0	0	0	0	0	0	0	0	0	0	0	
101   Dia   Out Time		SERVICE COMPLAINTS							<u> </u>				l			
202   Didn't Folkow Database Inst.	#00	Answer Wait Time														0
903   Digith Follow Cust. Informed																
MAIN																
## 405 Poor Spelling ## 506 Poor Spelling ## 507 Poor Spelling ## 507 Poor Spelling ## 508 Poor Volice Tone ## 509 Poor Volice Tone ## 500 Poor Volice			-													
SOB   Poor Spelling		· ·														
807 Typing Speed/Accuracy 808 Poor Voice Tone 809 Everything Relayed 909 Everything Relayed 901 HCO Procedures Not Followed 911 VCO Procedures Not Followed 912 Two-Line VCO Procedures Not Followed 913 Background Misse Not Typed 914 Feelings Not Described 915 Background Misse Not Typed 916 Recording Feature Not Used 917 Agent V8s Rude 918 Spanish Service 919 Spanish Service 910 Speech to Speech 910 Speech to Speech 910 Speech to Speech 911 Typed ToTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		-														
1995 Everything Relayed																
#10 (CO Procedures Not Followed #	#08	Poor Voice Tone														0
### ### ### ### ### ### ### ### ### ##	#09															0
### Wester NO Procedures Not Fo																
### Feelings Not Described Peelings Not																
#14 Feelings Not Described #15 Recording Feature Not Used #16 Noise in Center #17 Agent Was Rude #18 Problem Answer Machine #19 Spanish Service #19 Spanish Service #20 Speech to Speech #21 Other Service Type: #22 Other Service Type: #23 Charged for Local Call #24 Trouble Linking Up #25 Line Disconnected #26 Safthed Message #27 Database Not Available #28 Spit Screen #29 Other Technical Type: #20 Universal Screen #21 Other Service Type: #22 Other Service Type: #23 Charged for Local Call #24 Trouble Linking Up #25 Line Disconnected #26 Spit Screen #27 Database Not Available #28 Spit Screen #29 Other Technical Type: #28 Spit Screen #29 Other Technical Type: #29 Other Technical Type: #20 Total O O O O O O O O O O O O O O O O O O O			<b>-</b>		<del>                                     </del>	<b>-</b>				<del>                                     </del>				<del>                                     </del>		
#15 Recording Feature Not Used #16 Noise in Center #17 Agent Was Rude #18 Problem Answer Machine #19 Spanish Service #21 Other Service Type:  #22 Loss Branding #23 Charged for Local Call #24 Trouble Linking Up #25 Carbled Message #26 Garbled Message #27 Database Not Available #28 Garbled Message #29 Other Technical Type:  #30 Rates #31 TTV Operator Service #33 Carrier of Choice #33 Carrier of Choice #33 Carrier of Choice #34 Network Recording #35 Other Miscelaneous Type:  #36 BrandingDatabase entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #30 Instructions/General #31 TOTAL O O O O O O O O O O O O O O O O O O O			<b>-</b>		<del>                                     </del>	<b>-</b>				<del>                                     </del>				<del>                                     </del>		
### A Noise in Center					<del>                                     </del>					<del>                                     </del>				<del>                                     </del>		
## ## Problem Answer Machine ## ## ## ## ## ## ## ## ## ## ## ## ##		_			i e					i e				i e		
#19 Spanish Service #20 Speech to Speech #21 Other Service Type: #22 Tother Service Type: #23 Charged for Local Call #24 Trouble Linking Up #25 Line Disconnected #26 Garbled Message #27 Database Not Available #28 Other Technical Type: #28 Other Technical Type: #29 Other Technical Type: #20 Garbled Ressage #21 Other Misc. COMPLAINTS #22 Lone Branding #23 Charged for Local Call #24 Trouble Linking Up #25 Line Disconnected #26 Garbled Message #27 Database Not Available #28 Spit Screen #29 Other Technical Type: #28 Total Complaints #30 Rates #31 TTY Operator Service #32 900 Number Access #33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type: #36 Branding/Database entry #37 TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#17															0
### Speech to Speech #### TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
#21 Other Service Type:																
### TOTAL   0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
#22 Lost Branding	#21		0	0	0	0	0	0	0	0	0	0	0	0	0	
#22 Lost Branding			_		Ů	Ů		Ů	Ů	Ů	Ů	·	Ů	Ů	·	
#24 Trouble Linking Up #25 Line Disconnected	#22															0
#25 Line Disconnected #26 Garbled Message #27 Database Not Available #28 Spit Screen #29 Other Technical Type:  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	#23	Charged for Local Call														0
#26 Garbled Message #27 Database Not Available #28 Spit Screen #29 Other Technical Type:		• '														
#27 Database Not Available																
#28 Spit Screen #29 Other Technical Type:  #30 Rates #31 TTY Operator Service #32 900 Number Access #33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type:  #36 Branding/Database entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #40 Send Information #41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other #50 TOTAL #50 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		· ·														
#29 Other Technical Type:    MISC. COMPLAINTS																
NISC. COMPLAINTS		•														
#30 Rates #31 TTY Operator Service #32 900 Number Access #33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type:  #36 Branding/Database entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #40 Send Information #41 Billing Question #41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #44 Wanted Sprint Cust Svc #45 Other  #50 TOTAL O O O O O O O O O O O O O O O O O O O	20		0	0	0	0	0	0	0	0	0	0	0	0	0	
#31 TTY Operator Service		MISC. COMPLAINTS		_												
#32 900 Number Access #33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type:  #36 Branding/Database entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #40 Send Information #41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other #46 Request Relay Number #50 Instructions/Control #51 Instructions/Control #52 Instructions/Control #53 Instructions/Control #54 Instructions/Control #55 Instructions/Control #55 Instructions/Control #55 Instructions/Control #55 Instructions/Control #57 Instructions/Control #57 Instructions/Control #57 Instructions/Control #57 Instructions/Control #58 Instructions/Control #58 Instructions/Control #57 Instructions/Control #57 Instructions/Control #57 Instructions/Control #57 Instructions/Control #58 Instructions/Control #58 Instructions/Control #58 Instructions/Control #58 Instructions/Control #58 Instructions/Control #59 Instructions/Control #50 Ins	#30															0
#33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type:  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
#34 Network Recording #35 Other Miscellaneous Type:    TOTAL   O   O   O   O   O   O   O   O   O																
#35 Other Miscellaneous Type:    TOTAL   O   O   O   O   O   O   O   O   O			<b>-</b>		<del>                                     </del>	<b>-</b>				<del>                                     </del>				<del>                                     </del>		
TOTAL   O   O   O   O   O   O   O   O   O			<b>-</b>		<del>                                     </del>	<b>-</b>				<del>                                     </del>				<del>                                     </del>		
#36 Branding/Database entry	50		0	0	0	0	0	0	0	0	0	0	0	0	0	
#36 Branding/Database entry		TOTAL COMPLAINTS	n	n	n	n	0	n	n	n	n	0	n	n	n	Ω
#36 Branding/Database entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #40 Send Information #41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other #46 Request Relay Number #46 Request Relay Number   2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2				·	·	J	,		J	Ü	,		,	J	,	ŭ
#37 Request Directory Assistance	#36													2		2
#39 Instructions/General																
#40 Send Information														_		1
#41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other #45 Other #46 Request Relay Number #46 Request Relay Number #47 Billing Question #48 Billing Question #49 Question #40 Question #40 Question #40 Question #41 Billing Question #40 Question #40 Question #41 Question #42 Question #42 Question #44 Question #45 Question #46 Request Relay Number #46 Request Relay Number #47 Question #48 Request Relay Number #48 Request Relay Number #49 Question #40 Question #40 Question #40 Question #41 Question #41 Question #40 Question #42 Question #44 Question #44 Question #45 Question #45 Question #46 Request Relay Number #46 Request Relay Number #46 Question #47 Question #48 Question #49 Question #40 Question #														_		
#42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 17 0 17  NON-STATE REPORTED  #46 Request Relay Number  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
#43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 17 0 17  NON-STATE REPORTED  #46 Request Relay Number  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		-	-		-					-						
#44 Wanted Sprint Cust Svc					-					-						
#45 Other														_		
TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 17 0 17  NON-STATE REPORTED  #46 Request Relay Number				1												
#46 Request Relay Number 0  TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	0	0	0	0	0	0	0	0	0	0	17	0	17
TOTAL 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
	#46															
TOTAL CONTACT 0 0 0 0 0 0 0 0 0 0 0 17 0 17																
		TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	17	0	17

	North Dakota														
	December-03	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
	COMMENDATION			1					1						TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04 #05	Didn't Keep Cust. Informed Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12			-	-					-						0
#13 #14	Background Noise Not Typed Feelings Not Described		-	-					-						0
#14	Recording Feature Not Used														0
#16	Noise in Center		<del>                                     </del>	<del>                                     </del>					<del>                                     </del>						0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:	•	_	_	0	0	^	•	_	•	_	•	•	•	0
	TOTAL TECHNICAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen												_		0
#29	Other Technical Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	MISC. COMPLAINTS	U	U	U	U	U	U	U	U	U	U	U	1	U	1
#30	Rates		Ι	ı	I 1				ı						0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	OTHER CALLS														
#36	Branding/Database entry		<u> </u>	<u> </u>					<u> </u>				0		0
#37													1		1
	Test Calls Instructions/General												12		0 12
#40			<del>                                     </del>	<del>                                     </del>			<b>-</b>		<del>                                     </del>				12		12
#41													0		0
	Purchase TTY		i e	i e					i e				1		1
#43	Referred to LEC												3		3
#44	'												1		1
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	19	0	19
#46	NON-STATE REPORTED  Paguest Polay Number		T	T	T 1		г -		T		1				0
#40	Request Relay Number  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>+</b>															
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	20	0	20

	North Dakota														
	January-04	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION			1											TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02 #03	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct. Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed HCO Procedures Not Followed														0
#10 #11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center		<u> </u>	<u> </u>	<b> </b>		<u> </u>								0
#17 #18	Agent Was Rude Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"00	TECHNICAL COMPLAINTS		1	1											
#22 #23	Lost Branding Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														_
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33 #34	Carrier of Choice Network Recording														0
#34	Other Miscellaneous Type:		<b>-</b>	<b>-</b>											0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS			-											
#36	Branding/Database entry												2		2
#37	Request Directory Assistance		-	-									1		1
	Test Calls		-	-									0		0
#39	Instructions/General Send Information		-	-									17 3		17 3
#41	Billing Question												1		1
	Purchase TTY		i e	i e									4		4
#43	Referred to LEC												4		4
#44	Wanted Sprint Cust Svc												0		0
#45	Other	0	0	^	0	0	^	^	^	^	0	^	0	0	0
_	NON-STATE REPORTED	0	0	0	0	0	0	0	0	0	0	0	32	0	32
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	32	0	32
			•	•											

**North Dakota** February-04 AZ FL LU MD MN MO NM NY OH COMMENDATION TOTALS Agents Service n TOTAL SERVICE COMPLAINTS #00 Answer Wait Time #01 Dial Out Time #02 Didn't Follow Database Inst. #03 Didn't Follow Cust. Instruct. #04 Didn't Keep Cust. Informed #05 Agent Disconnected Caller #06 Poor Spelling #07 Typing Speed/Accuracy #08 Poor Voice Tone #09 Everything Relayed #10 HCO Procedures Not Followed #11 VCO Procedures Not Followed #12 Two-Line VCO Procedures Not Fo #13 Background Noise Not Typed #14 Feelings Not Described #15 Recording Feature Not Used #16 Noise in Center #17 Agent Was Rude #18 Problem Answer Machine #19 Spanish Service #20 Speech to Speech #21 Other Service Type: TOTAL TECHNICAL COMPLAINTS #22 Lost Branding #23 Charged for Local Call #24 Trouble Linking Up #25 Line Disconnected #26 Garbled Message #27 Database Not Available #28 Spit Screen #29 Other Technical Type: TOTAL 0 MISC. COMPLAINTS #30 Rates n #31 TTY Operator Service #32 900 Number Access #33 Carrier of Choice #34 Network Recording #35 Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry #37 Request Directory Assistance #38 Test Calls #39 Instructions/General #40 Send Information #41 Billing Question #42 Purchase TTY #43 Referred to LEC #44 Wanted Sprint Cust Svc #45 Other TOTAL NON-STATE REPORTED

#46 Request Relay Number

**TOTAL** 

TOTAL CONTACT 0 0 0 0

0 0

0 0

0 0 0 0 0 0 15

	North Dakota														
	March-04	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	
	COMMENDATION														TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	ŭ	_	ŭ	Ů	ŭ	Ů	Ů	Ů	Ů	Ů		Ů	Ů	Ū
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05 #06	Agent Disconnected Caller Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12															0
#13	Background Noise Not Typed								-			-	-	-	0
#14 #15	Feelings Not Described Recording Feature Not Used								-			-	-	-	0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:	•	_	_	_	0	_	•	_	•	_	_	^	^	0
	TOTAL TECHNICAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS	U	U	U	U	U	U	U	U	U	U	U	U	U	U
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording				L		L		<u> </u>			<u> </u>	<u> </u>	<u> </u>	0
#35	Other Miscellaneous Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_															
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	OTHER CALLS  Branding/Database entry		1										^		^
#36 #37	Branding/Database entry Request Directory Assistance								-			-	0	-	0
	Test Calls								<b>-</b>				0	<b>-</b>	0
	Instructions/General		1	1									11		11
#40													0		0
#41	Billing Question												0		0
	Purchase TTY												1		1
#43									-			-	3		3
#44	Wanted Sprint Cust Svc								<b></b>			<b></b>	0	<b></b>	0
#45	Other TOTAL	0	0	0	0	0	0	0	0	0	0	0	16	0	16
_	NON-STATE REPORTED		Ü	Ü	J	5	J	J	J	J	J	Ü	.0	J	10
#46	Request Relay Number								l			l .	l	I	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	16	0	16
				•											

	North Dakota														
	April-04	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION					ı									TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS			ŭ	ŭ	ŭ	Ů	Ů	ŭ		Ů		Ū	_	·
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07 #08	Typing Speed/Accuracy Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude											<u> </u>			0
#18	Problem Answer Machine														0
#19 #20	Spanish Service Speech to Speech														0
#20	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27 #28	Database Not Available														0
#29	Spit Screen Other Technical Type:														0
#23	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS		•												
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice											<u> </u>			0
#34	Network Recording											<u> </u>			0
#35	Other Miscellaneous Type:  TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#36	OTHER CALLS Branding/Database entry											T .	0		0
#37	•												0		0
	Test Calls												1		1
	Instructions/General												6		6
#40	Send Information												0		0
#41	Billing Question												0		0
	Purchase TTY												0		0
	Referred to LEC											<u> </u>	3		3
	Wanted Sprint Cust Svc												0		0
#45	Other TOTAL	0	0	0	0	0	0	0	0	0	0	0	10	0	0 10
	NON-STATE REPORTED	U	v	U	U	U	U	U	U	U	U	U	IU	U	10
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	10	0	10
								-		-					

	North Dakota														
	May-04	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION														TOTALS
	Agents Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	Ů	Ů	Ü	Ü	Ü	Ü	Ü	Ū	Ū	Ū	Ū	Ü	Ü	Ü
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10 #11	HCO Procedures Not Followed VCO Procedures Not Followed														0
#11	Two-Line VCO Procedures Not Fo		-	-											0
#12	Background Noise Not Typed		1	1											0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17															0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#00	TECHNICAL COMPLAINTS		1											1	•
#22 #23	Lost Branding			-											0
#23	Charged for Local Call Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access		<b></b>	<b></b>											0
#33	Carrier of Choice														0
#34 #35	Network Recording Other Miscellaneous Type:														0
#33	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	OTHER CALLS  Branding/Database entry		ı —	ı —											
#36 #37	Branding/Database entry Request Directory Assistance		-	1											0
	Test Calls														0
	Instructions/General														0
#40															0
#41															0
	Purchase TTY														0
#43	Referred to LEC														0
#44	Wanted Sprint Cust Svc														0
#45	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21.0	NON-STATE REPORTED				,				,	1				,	
#46	Request Relay Number	_													0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0